

## Enterprise Incident Report Dec 2010

As of 1/3/2011

### Community and Culture

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company       | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |          |        |           |
|------------------------|--|----------|--------|-----------|
|                        | High   | Low      | Medium | FCR Total |
| Community and Culture  | 1  | 65       | 1      | 67        |
|                        | 0  | 19       | 0      | 19        |
| Customer Company Total | 1<br>0   | 65<br>19 | 1<br>0 | 67<br>19  |

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

| Customer Company       | High   | Low     | Medium | MIR Total |
|------------------------|--------|---------|--------|-----------|
| Community and Culture  | 1<br>0 | 65<br>5 | 1<br>0 | 67<br>5   |
| Customer Company Total | 1<br>0 | 65<br>5 | 1<br>0 | 67<br>5   |

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |            |           |             |
|-------------------------------|--|------------|-----------|-------------|
|                               | High   | Low        | Medium    | ATTIR Total |
| Community and Culture         | 1<br>0.20  | 65<br>0.52 | 1<br>0.12 | 67<br>0.51  |
| <b>Customer Company Total</b> | 1<br>0.20  | 65<br>0.52 | 1<br>0.12 | 67<br>0.51  |

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

| Customer Company       | High   | Low     | Medium | MR Total |
|------------------------|--------|---------|--------|----------|
| Community and Culture  | 1<br>0 | 65<br>4 | 1<br>0 | 67<br>4  |
| Customer Company Total | 1<br>0 | 65<br>4 | 1<br>0 | 67<br>4  |

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## Community and Culture

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |            |           |            |
|-------------------------------|---|------------|-----------|------------|
|                               | High  | Low        | Medium    | ATTR Total |
| Community and Culture         | 1<br>0.20   | 65<br>2.17 | 1<br>0.12 | 67<br>2.11 |
| <b>Customer Company Total</b> | 1<br>0.20   | 65<br>2.17 | 1<br>0.12 | 67<br>2.11 |

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## Community and Culture

## Detail

|                        |                         |                 |                       |                  |        |                 |           |
|------------------------|-------------------------|-----------------|-----------------------|------------------|--------|-----------------|-----------|
| <b>INC000000208482</b> | Kristen Stehel          | None            | None                  | None             |        | TIR Missed: No  | TIR: 0.11 |
|                        | Metro B Desktop Support | Michael Barth   | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 1.69 |
| <b>INC000000226257</b> | Molly Smith             | PC/Laptop       | Hardware              | None             |        | TIR Missed: No  | TIR: 0.24 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 1.13 |
| <b>INC000000226736</b> | Jean Irwin              | PC/Laptop       | Hardware              | None             |        | TIR Missed: No  | TIR: 0.46 |
|                        | Metro B Desktop Support | Cindy Reed      | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.46 |
| <b>INC000000226907</b> | Molly Smith             | PC/Laptop       | Hardware              | None             |        | TIR Missed: No  | TIR: 0.42 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.43 |
| <b>INC000000227243</b> | Jill Mecham             | PC/Laptop       | Performance           | None             |        | TIR Missed: No  | TIR: 0.05 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.66 |
| <b>INC000000227256</b> | Amanda McDonald         | Application     | None                  | None             |        | TIR Missed: No  | TIR: 0.00 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 2.73 |
| <b>INC000000227366</b> | Doug Misner             | Application     | Error                 | None             |        | TIR Missed: Yes | TIR: 2.71 |
|                        | Metro B Desktop Support | Cindy Reed      | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 2.71 |
| <b>INC000000227768</b> | Ashley Tolman           | PC/Laptop       | Performance           | None             |        | TIR Missed: No  | TIR: 0.26 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.51 |
| <b>INC000000227906</b> | Lisa F Nelson           | Telecom         | Dial Tone             | None             |        | TIR Missed: No  | TIR: 0.20 |
|                        | Voice Operations        | Annette Nielsen | Community and Culture | High             | Closed | TTR Missed: No  | TTR: 0.20 |
| <b>INC000000228270</b> | Lisa F Nelson           | Network         | None                  | None             |        | TIR Missed: No  | TIR: 0.03 |
|                        | Metro B Desktop Support | Michael Barth   | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 1.11 |
| <b>INC000000228825</b> | Rhonda Wilkinson        | Telecom         | Voice Mail            | None             |        | TIR Missed: No  | TIR: 0.07 |
|                        | Voice Operations        | Annette Nielsen | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.18 |
| <b>INC000000228930</b> | Roxann Rose             | Application     | Reporting             | Novell GroupWise |        | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Help Desk       | Sandy Kaszowski | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.06 |
| <b>INC000000228952</b> | Lynette Lloyd           | Application     | None                  | Novell GroupWise |        | TIR Missed: No  | TIR: 0.17 |
|                        | Metro B Help Desk       | Ron LeBaron     | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.41 |
| <b>INC000000229278</b> | Linda Roholt            | Application     | Error                 | Contribute       |        | TIR Missed: No  | TIR: 0.41 |
|                        | Metro B Desktop Support | Michael Barth   | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 2.41 |
| <b>INC000000229294</b> | Jean Irwin              | Application     | Error                 | Novell GroupWise |        | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Help Desk       | Val Shepherd    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000229656</b> | Sheryl Featherstone     | Application     | Error                 | Novell GroupWise |        | TIR Missed: No  | TIR: 0.95 |
|                        | Metro A Desktop Support | Burton Brown    | Community and Culture | Low              | Closed | TTR Missed: No  | TTR: 0.96 |

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## Community and Culture

|                               |                   |                       |           |                                  |                 |      |       |
|-------------------------------|-------------------|-----------------------|-----------|----------------------------------|-----------------|------|-------|
| <b>INC000000229688</b>        | Alycia Aldrich    | Application           | Error     | Remedy Service Request Mana      | TIR Missed: No  | TIR: | 0.00  |
| Help Desk                     | Vicky Marrelli    | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 1.07  |
| <b>INC000000230208</b>        | Eva Salazar       | None                  | None      | None                             | TIR Missed: No  | TIR: | 0.00  |
| Operations Production Control | Christie Burnham  | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.00  |
| <b>INC000000230527</b>        | Jayne Day         | PC/Laptop             | Error     | Novell Client for 32-bit Windows | TIR Missed: No  | TIR: | 0.00  |
| Metro A Desktop Support       | Burton Brown      | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.93  |
| <b>INC000000230704</b>        | Laura Garcia      | Network               | Error     | Novell Client for 32-bit Windows | TIR Missed: No  | TIR: | 0.00  |
| Metro B Help Desk             | Janet Hongsyvilay | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.06  |
| <b>INC000000230801</b>        | Kathy Kirtz       | Application           | None      | None                             | TIR Missed: Yes | TIR: | 18.63 |
| Application Services          | Tracy Goble       | Community and Culture | Low       | Closed                           | TTR Missed: Yes | TTR: | 58.30 |
| <b>INC000000230854</b>        | Kathy Kirtz       | Mainframe             | None      | Unified Social Services Delivery | TIR Missed: No  | TIR: | 0.11  |
| Metro B Help Desk             | Val Shepherd      | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: |       |
| <b>INC000000230909</b>        | Alycia Aldrich    | Application           | None      | PGP                              | TIR Missed: No  | TIR: | 0.43  |
| Metro B Help Desk             | Sandy Kaszowski   | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.46  |
| <b>INC000000231258</b>        | Eva Salazar       | None                  | None      | None                             | TIR Missed: No  | TIR: | 0.00  |
| Operations Production Control | Christie Burnham  | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.00  |
| <b>INC000000231319</b>        | Kent Powell       | Application           | Reporting | Novell GroupWise                 | TIR Missed: No  | TIR: | 0.07  |
| Application Services          | Tony Larsen       | Community and Culture | Low       | Closed                           | TTR Missed: Yes | TTR: | 18.02 |
| <b>INC000000231426</b>        | Leray Andreini    | Application           | Password  | Utah Master Directory            | TIR Missed: No  | TIR: | 0.13  |
| Help Desk                     | Vicky Marrelli    | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 1.28  |
| <b>INC000000232531</b>        | Rosalinda Tsosie  | Application           | Error     | Housing and Community Develc     | TIR Missed: No  | TIR: | 0.17  |
| Metro A Desktop Support       | Burton Brown      | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.18  |
| <b>INC000000232969</b>        | Ronald Van Harten | Application           | Error     | Novell Client for 32-bit Windows | TIR Missed: No  | TIR: | 0.00  |
| Metro B Desktop Support       | Michael Barth     | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.94  |
| <b>INC000000232978</b>        | Matt McLain       | PC/Laptop             | Hardware  | None                             | TIR Missed: No  | TIR: | 0.37  |
| Metro B Desktop Support       | Michael Barth     | Community and Culture | Low       | Closed                           | TTR Missed: Yes | TTR: | 16.95 |
| <b>INC000000233222</b>        | Kent Powell       | Application           | Password  | Novell GroupWise                 | TIR Missed: No  | TIR: | 0.00  |
| Metro B Help Desk             | Val Shepherd      | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.00  |
| <b>INC000000233273</b>        | Tarra McFadden    | Server                | Error     | None                             | TIR Missed: No  | TIR: | 0.18  |
| Security                      | Bart Grant        | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 1.86  |
| <b>INC000000233510</b>        | Donna Morris      | Mobile Devices        | None      | None                             | TIR Missed: No  | TIR: | 0.18  |
| Help Desk                     | Sarah Johnson     | Community and Culture | Low       | Resolved                         | TTR Missed: No  | TTR: | 0.20  |
| <b>INC000000233632</b>        | Jill Mecham       | PC/Laptop             | Hardware  | None                             | TIR Missed: No  | TIR: | 0.00  |
| Metro A Desktop Support       | Burton Brown      | Community and Culture | Low       | Closed                           | TTR Missed: No  | TTR: | 0.10  |

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## Community and Culture

|                        |                             |                     |                       |                  |          |                 |           |
|------------------------|-----------------------------|---------------------|-----------------------|------------------|----------|-----------------|-----------|
| <b>INC000000233868</b> | Kathy Kirtz                 | Mainframe           | None                  | None             |          | TIR Missed: No  | TIR: 0.16 |
|                        | Metro B Help Desk           | Janet Hongsyvilay   | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.47 |
| <b>INC000000233882</b> | Kathy Kirtz                 | Mainframe           | None                  | None             |          | TIR Missed: No  | TIR: 0.04 |
|                        | Metro B Help Desk           | Janet Hongsyvilay   | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.45 |
| <b>INC000000234285</b> | Rhonda Wilkinson            | Print/Copy/Scan/Fax | Incident              | None             |          | TIR Missed: No  | TIR: 0.28 |
|                        | Purchasing Support          | Kathy Kirtz         | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.83 |
| <b>INC000000234291</b> | Kimberley Schmelting        | PC/Laptop           | Hardware              | None             |          | TIR Missed: No  | TIR: 0.12 |
|                        | Metro A Desktop Support     | Burton Brown        | Community and Culture | Medium           | Closed   | TTR Missed: No  | TTR: 0.12 |
| <b>INC000000234312</b> | Stephanie Bourdeaux         | Telecom             | Hardware              | Telephone        |          | TIR Missed: No  | TIR: 0.08 |
|                        | Voice/Data/WAN Services     | Spencer Blodgett    | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.31 |
| <b>INC000000234751</b> | Cheryl Brown                | Application         | Error                 | Novell GroupWise |          | TIR Missed: No  | TIR: 0.09 |
|                        | Metro A Desktop Support     | Burton Brown        | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.09 |
| <b>INC000000234777</b> | Lisa F Nelson               | Application         | Error                 | None             |          | TIR Missed: No  | TIR: 0.23 |
|                        | Metro B Desktop Support     | Matthew Blunk       | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 3.23 |
| <b>INC000000234807</b> | Marianne Wilson             | None                | None                  | None             |          | TIR Missed: No  | TIR: 0.48 |
|                        | Metro A Desktop Support     | Burton Brown        | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.48 |
| <b>INC000000235279</b> | Kathleen Moore              | None                | None                  | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Hosting             | James Gramse        | Community and Culture | Low              | Closed   | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235587</b> | Ashley Tolman               | Application         | Password              | Novell GroupWise |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Help Desk           | Ron LeBaron         | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235781</b> | Craig Webb                  | PC/Laptop           | None                  | None             |          | TIR Missed: Yes | TIR: 1.12 |
|                        | Metro B Desktop Support     | Sean Chadbourne     | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 1.27 |
| <b>INC000000235907</b> | Judy Moore                  | PC/Laptop           | Error                 | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lane Adams          | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235909</b> | Judy Moore                  | PC/Laptop           | Error                 | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lane Adams          | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235910</b> | Judy Moore                  | PC/Laptop           | Error                 | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lane Adams          | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235911</b> | Judy Moore                  | PC/Laptop           | Error                 | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lane Adams          | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235913</b> | Judy Moore                  | PC/Laptop           | Error                 | None             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lane Adams          | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000235975</b> | Sara Wever                  | Application         | Error                 | PGP              |          | TIR Missed: No  | TIR: 0.11 |
|                        | Metro B Desktop Support     | Austin Farey        | Community and Culture | Low              | Resolved | TTR Missed: No  | TTR: 1.55 |



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|                        |                             |                       |                       |                                  |          |                 |           |
|------------------------|-----------------------------|-----------------------|-----------------------|----------------------------------|----------|-----------------|-----------|
| <b>INC000000236067</b> | Kathleen Petersen           | PC/Laptop             | None                  | None                             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lance Nay             | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000236073</b> | Kathleen Petersen           | Print/Copy/Scan/Fax   | None                  | None                             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lance Nay             | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000236076</b> | Kathleen Petersen           | PC/Laptop             | None                  | None                             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Rural South Desktop Support | Lance Nay             | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000236405</b> | Jeffery Fullmer             | Wireless Connectivity | Error                 | None                             |          | TIR Missed: No  | TIR: 0.13 |
|                        | Campus Networking           | Jordy Davis           | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.40 |
| <b>INC000000236433</b> | Amanda McDonald             | Network               | None                  | Internet Explorer                |          | TIR Missed: No  | TIR: 0.06 |
|                        | Metro A Desktop Support     | Burton Brown          | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.06 |
| <b>INC000000236542</b> | Lynette Lloyd               | Application           | None                  | None                             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Help Desk           | Ron LeBaron           | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.30 |
| <b>INC000000236695</b> | Bessie Oakes                | Network               | None                  | None                             |          | TIR Missed: No  | TIR: 0.21 |
|                        | Metro B Help Desk           | Val Shepherd          | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.44 |
| <b>INC000000236775</b> | Gayle Gardner               | Application           | Password              | Novell GroupWise                 |          | TIR Missed: No  | TIR: 0.10 |
|                        | Metro A Desktop Support     | Burton Brown          | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.30 |
| <b>INC000000237816</b> | Kristen Rogers              | Application           | None                  | State Payroll Time Entry System  |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Help Desk           | Janet Hongsvilay      | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.17 |
| <b>INC000000238074</b> | Justin Hudspeth             | Network               | Password              | Novell Client for 32-bit Windows |          | TIR Missed: Yes | TIR: 1.62 |
|                        | Metro A Help Desk           | Cindy Schroeder       | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 1.66 |
| <b>INC000000238206</b> | Sharon Chalmers             | PC/Laptop             | Password              | None                             |          | TIR Missed: No  | TIR: 0.14 |
|                        | Metro B Desktop Support     | Michael Barth         | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 1.60 |
| <b>INC000000238244</b> | Cory Jensen                 | PC/Laptop             | Hardware              | None                             |          | TIR Missed: Yes | TIR: 2.67 |
|                        | Metro B Desktop Support     | Cindy Reed            | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 2.67 |
| <b>INC000000238410</b> | Lila Abersold               | Application           | Password              | Utah Master Directory            |          | TIR Missed: No  | TIR: 0.21 |
|                        | Help Desk                   | Eileen Dubach         | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.21 |
| <b>INC000000238574</b> | Jane Van Wagoner            | Telecom               | Voice Mail            | None                             |          | TIR Missed: No  | TIR: 0.07 |
|                        | Voice Operations            | Kelly Johnson         | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.14 |
| <b>INC000000238875</b> | Lisa F Nelson               | Storage               | None                  | None                             |          | TIR Missed: No  | TIR: 0.11 |
|                        | Metro B Desktop Support     | Michael Barth         | Community and Culture | Low                              | Resolved | TTR Missed: Yes | TTR: 6.34 |
| <b>INC000000239376</b> | Lisa F Nelson               | Storage               | Stand Alone           | None                             |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Desktop Support     | Michael Barth         | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.00 |
| <b>INC000000239441</b> | Juan Lee                    | Application           | None                  | Adobe Contributor                |          | TIR Missed: No  | TIR: 0.00 |
|                        | Metro B Desktop Support     | Michael Barth         | Community and Culture | Low                              | Resolved | TTR Missed: No  | TTR: 0.35 |